

## ISSN LIST

**Date: 4/28/98**

## Meeting

[illegible]

**Date: 4/28/98**

## Meeting

[illegible]

## ***Performance Analysis Worksheet - Resale***

### ***(Customer Performance Based Support)***

<b>LSR Quality Manual - Process</b>	<b>3 Months</b>	<b>6 Months</b>	<b>9 Months</b>	<b>12 Months</b>		<b>LSR Quality Electronic Interface</b>	<b>3 Months</b>	<b>6 Months</b>	<b>9 Months</b>	<b>12 Months</b>
New Connection	85%	90%	95%	100%		New Connection	85%	90%	95%	100%
Conversion As Specified	85%	90%	95%	100%		Conversion As Specified	90%	94%	96%	100%
Conversion As Is	90%	94%	96%	100%		Conversion As Is	94%	96%	98%	100%
Change Request	85%	90%	95%	100%		Change Request	85%	90%	95%	100%
Move to New Address	85%	90%	95%	100%		Move to New Address	85%	90%	95%	100%
Directory Listings	85%	90%	95%	100%		Directory Listings	85%	90%	95%	100%
Suspend Service (Vacation Rate)	90%	94%	96%	100%		Suspend Service (Vacation Rate)	94%	96%	98%	100%
Denials	90%	94%	96%	100%		Denials	94%	96%	98%	100%
Restores	90%	94%	96%	100%		Restores	94%	96%	98%	100%
Disconnects	90%	94%	96%	100%		Disconnects	94%	96%	98%	100%

#### **Tools:**

LON Database

Clarifications and # of LSRs

LEO Database

LESOG Rejects and # of LSRs

NOTE: After 3 Mo's, CLECs performance should = MM (Meets Most) or 85% in all Categories.

bgw 3/31/98

## ***Performance Analysis Worksheet - Facility Based***

<b>LSR and ASR Quality Manual / Mechanized Process</b>	<b>3 Months</b>	<b>6 Months</b>	<b>9 Months</b>	<b>12 Months</b>
New Billing Account Number & First Request for Trunks and / or Facility	85%	90%	95%	100%
E911 Trunks	85%	90%	95%	100%
Augment Trunks	90%	94%	96%	100%
Remove Trunks	94%	96%	98%	100%
Add Translations	85%	90%	95%	100%
Delete Translations	94%	96%	98%	100%
Directory Listings for Number Portability	90%	94%	96%	100%
New Service - Number Portability	94%	96%	98%	100%
Change Service - Number Portability	94%	96%	98%	100%
Disc. Service - Number Portability	94%	96%	98%	100%
Add / Delete Unbundled Loop (Designed)	85%	90%	95%	100%
Add / Delete Unbundled Loop (Non-Designed)	85%	90%	95%	100%
Add / Delete Unbundled Port	85%	90%	95%	100%

### **Measurement Tools:**

LON Database

EXACT

### **Customer Performance Based Support**

NOTE: After 3 Mo's CLECs performance should = MM (Meets Most) or 85% in all categories

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# Performance Improvement Plan

## POST-LAUNCH SUPPORT:

ABC CLEC

### RESPONSIBLE:

Account Manager  
Customer Support Manager

## PERFORMANCE IMPROVEMENT PROCESS:

1. Review Performance Feedback
2. Identify Specific Performance Gaps
3. Document Findings
  - Example: Manual LSR Processing - Incomplete
  - LENS Input - Conflicting USOC's
  - EDI Input - Incorrect Listings
4. Select Appropriate Action Plan
5. Contact CLEC
6. Resolve Identified Problems - or - Go To Next Step (#7)
7. Contact CLEC to Schedule Team Visit
8. Coordinate Date of Visit w/ICS and Account Team Members
9. Meet at Customer's Premise
10. Review/Discuss and Agree With Action Plans
11. Conduct Remedial Training
12. Test Results of Remedial Training with CLEC Reps on Premise
13. Provide Feedback
14. Schedule Follow-up Based on Results of Remedial Training
15. Follow-up By Sampling LSR's/Orders "1" Week After Visit
16. Provide Feedback to CLEC on Findings
17. Decide if Future Action Plan is Necessary
18. Documents Filed and Maintained by Account Team

From: Barbara Gene  
To: Diane Cheng

Due By: 2/5/98

bgw 1/22/98

## LSR Performance Review

LSR'S SUMMITTED VIA FAX OR MAIL FOR MANUAL SERVICE ORDER PROCESSING	OR	LSR'S SUBMITTED VIA ELECTRONIC INTERFACE FOR SERVICE ORDER PROCESSING
CLEC NAME: _____	<b>"RESALE "</b>	CLEC NAME: _____
<b>OBF - LOCAL SERVICE REQUEST SECTIONS</b>	<b>NUMBER OF FIELDS SUBMITTED ACCURATELY</b>	<b>PERCENT ACCURACY</b>
ADMINISTRATIVE BILLING DIRECTORY DELIVERY DIRECTORY LISTINGS TRAFFIC / TRANSFER OF CALLS END USER LOCATION FEATURE AND FEATURE DETAIL <div style="text-align: right;">TOTAL</div>		
<b>FACILITY BASED</b>		
ADMINISTRATIVE BILLING SECONDARY / END USER LOCATION FEATURE GROUP DETAILS LOCAL FACILITY DETAILS TRANSLATIONS QUESTIONAIRRE ADDITIONAL CIRCUIT DETAILS <div style="text-align: right;">TOTAL</div>		

# **MEASUREMENT of CLEC PERFORMANCE**

## **(Performance Levels)**

	<i>LSR PREPARATION</i>	<i>LSR IN CLARIFICATION</i>	<i>CUSTOMER MISSED APPOINTMENT</i>
<b>PERFORMANCE LEVELS</b>	<b>% ACCURATE</b>	<b>Average # Of Days</b>	<b>% DDD MET</b>
<b>FAR EXCEEDS</b>	98 - 100	0	99 - 100
<b>EXCEEDS MOST</b>	95 - 97	1	97 - 98
<b>CONSISTENTLY MEET</b>	90 - 94	2	94 - 96
<b>MEETS MOST</b>	85 - 89	3	90 - 93
<b>DOES NOT MEET</b>	BELOW 85	4 thru 10	BELOW 90
NOTE: All Clarifications are canceled after 10 days. Documented in Business Rules. Measurement Tools: SOCS, QA Report, LON Database			





**Turn-Up Process for Facility Based CLECs**

Phase VI

**Activity Check Off  
List**



Before you begin the Post Launch Support phase, the following activities need to have been completed—

	Advisory Team conducts meeting for Initial Turn-Up Process support, discusses all topics in Advisory Guide, documents all outstanding questions/issues, obtains written concurrence from CLEC on outstanding questions/issues, provides demonstrations and coaching as appropriate
	Answer all open issues/questions from Advisory Team meeting
	Update Issues List
	Conduct analysis of CLEC orders
	Measure orders against success criteria
	Identify specific performance gaps
	Document findings
	Develop corrective action plans
	Contact CLEC, resolve identified problems
	Schedule Operational Team visit with CLEC

**Turn-Up Process for Facility Based CLECs**

Phase VII

**Post Launch  
Support**

**STEP 1. Post Launch Support Review of CLEC Orders**

*NOTE: All Post Launch Support (or second meeting activities) are optional at the discretion of BellSouth*

*See Advisory Team Visit section — previous*



Post Advisory Team review. Conduct review of CLEC order flow through.

**WHEN ACTIVITY TAKES PLACE**

Thirty to sixty (30-60) days after CLEC begins placing orders or following Advisory Team visit

Activity	When Activity Takes Place	How Activity Takes Place	Who
CSM Cross-functional Team Members (to improve overall processes as needed)— may include Account Team	Conduct analysis of CLEC orders— a. Measure against success criteria b. Identify specific performance gaps c. Document findings Develop corrective action plan— ■ Contact CLEC and resolve identified problems OR ■ Contact CLEC, schedule operational team visit	■ "Performance Analysis Worksheet"— Resale and/or Facility Based, as necessary ■ "Performance Improvement Plan" ■ "LSR Performance Review" ■ "Measurement of CLEC Performance"	CLEC, OP Support Team  <i>Existing CLECs will be handled by the same teams, using same process</i>
CSM Account Team			

**Turn-Up Process for Facility Based CLECs**

Phase VII

**Post Launch  
Support**
**STEP 2. POST LAUNCH SUPPORT ACTIVITIES**

*NOTE: All Post Launch Support (or second meeting activities) are optional at the discretion of BellSouth*

Post Advisory Team review.

**WHEN ACTIVITY TAKES PLACE**

Thirty to sixty (30-60) days after CLEC begins placing orders or following Advisory Team visit

Account Team	Account Team should prepare for customer visit as follows: <ol style="list-style-type: none"> <li>define customer needs (based on LSR sample)</li> <li>mail "Model Letter" (tailored to CLEC needs)</li> <li>develop a strategy or an agenda</li> <li>select team members as appropriate</li> <li>list all outstanding issues (communicate with CSM to gather specific input)</li> <li>coordinate visit (date, time, place, etc.)</li> </ol>	Account Team Tools: <ul style="list-style-type: none"> <li>■ "Performance Analysis Worksheet" — Resale and/or Facility Based, as necessary</li> <li>■ "Performance Improvement Plan"</li> <li>■ "Contract Proposal"</li> <li>■ "Pricing Worksheet"</li> <li>■ "Measurement of CLEC Performance"</li> </ul>	CSM and Operational Support Team members

## Turn-Up Process for Facility Based CLECs

Phase VII

**Post Launch  
Support**

### STEP 3. EVALUATION TOOL DOCUMENT REVIEW

*NOTE: All Post Launch Support (or second meeting activities) are optional at the discretion of BellSouth*

Post Advisory Team review.

#### WHEN ACTIVITY TAKES PLACE

Thirty to sixty (30-60) days after CLEC begins placing orders or following Advisory Team visit

Account Team	Review "Evaluation Tool" and determine appropriate charges—Plan visit if required a. Identify needed resources— Team make-up may include Coaching, Process Improvement, Training, Billing Support, etc. b. Provide team with evaluation summary c. Develop specific action plan and responsible parties	■ "Evaluation Tool" (Evaluation Tool documents consist of previous Turn-Up actions by BST and CLEC and terms of contract) ■ "Pricing Worksheet"  ■ "Evaluation Summary"	CLEC, CSM, and Operational Support Team Lead
Account Team	d. Negotiate Professional Services fees with CLEC, and obtain signed agreement  Post visit summary Document results and commitments		CLEC



# Performance Improvement Plan

## POST-LAUNCH SUPPORT:

ABC CLEC

### RESPONSIBLE:

Account Manager  
Customer Support Manager

## PERFORMANCE IMPROVEMENT PROCESS:

1. Review Performance Feedback ☐
2. Identify Specific Performance Gaps ☐
3. Document Findings ☐
  - Example: Manual LSR Processing - Incomplete
  - LENS Input - Conflicting USOC's
  - EDI Input - Incorrect Listings
4. Select Appropriate Action Plan ☐
5. Contact CLEC ☐
6. Resolve Identified Problems - or - Go To Next Step (#7) ☐
7. Contact CLEC to Schedule Team Visit ☐
8. Coordinate Date of Visit w/ICS and Account Team Members ☐
9. Meet at Customer's Premise ☐
10. Review/Discuss and Agree With Action Plans ☐
11. Conduct Remedial Training ☐
12. Test Results of Remedial Training with CLEC Reps on Premise ☐
13. Provide Feedback ☐
14. Schedule Follow-up Based on Results of Remedial Training ☐
15. Follow-up By Sampling LSR's/Orders "1" Week After Visit ☐
16. Provide Feedback to CLEC on Findings ☐
17. Decide if Future Action Plan is Necessary ☐
18. Documents Filed and Maintained by Account Team ☐

From: Barbara Gene  
To: Diane Cheng

Due By: 2/5/98

bgw 1/22/98

## LSR Performance Review

LSR'S SUMITTED VIA FAX OR MAIL FOR MANUAL SERVICE ORDER PROCESSING		OR	LSR'S SUBMITTED VIA ELECTRONIC INTERFACE FOR SERVICE ORDER PROCESSING		
CLEC NAME: _____		<b>"RESALE "</b>		CLEC NAME: _____	
<b>OBF - LOCAL SERVICE REQUEST SECTIONS</b>		<b>NUMBER OF FIELDS SUBMITTED ACCURATELY</b>		<b>PERCENT ACCURACY</b>	
ADMINISTRATIVE BILLING DIRECTORY DELIVERY DIRECTORY LISTINGS TRAFFIC / TRANSFER OF CALLS END USER LOCATION FEATURE AND FEATURE DETAIL <div style="text-align: right;">TOTAL</div>					
<b>FACILITY BASED</b>					
ADMINISTRATIVE BILLING SECONDARY / END USER LOCATION FEATURE GROUP DETAILS LOCAL FACILITY DETAILS TRANSLATIONS QUESTIONAIRRE ADDITIONAL CIRCUIT DETAILS <div style="text-align: right;">TOTAL</div>					

Post-Launch

# of PONs \_\_\_\_\_  
Report Period \_\_\_\_\_

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# **MEASUREMENT of CLEC PERFORMANCE**

## **(Performance Levels)**

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<b>PERFORMANCE LEVELS</b>	<b>% ACCURATE</b>	<b>Average # Of Days</b>	<b>% DDD MET</b>
<b>FAR EXCEEDS</b>	98 - 100	0	99 - 100
<b>EXCEEDS MOST</b>	95 - 97	1	97 - 98
<b>CONSISTENTLY MEET</b>	90 - 94	2	94 - 96
<b>MEETS MOST</b>	85 - 89	3	90 - 93
<b>DOES NOT MEET</b>	BELOW 85	4 thru 10	BELOW 90
<b>NOTE: All Clarifications are canceled after 10 days. Documented in Business Rules.</b> <b>Measurement Tools: SOCS, QA Report, LON Database</b>			



# CUSTOMER PERFORMANCE BASED SUPPORT

(Interconnection Services)

ACTIVITY:	AVERAGE SERVICE REP PROCESSING TIME	COST
<b>LSR QUALITY</b>		
<b>Weights Per Section of OBF Form</b>		
- Administrative Section	2 Min's	0.5
- End User Location	5 Min's	1.25
- Service Details	5 Min's	1.25
- Directory Listings	3 Min's	0.75
<b>Weights Per Fields on Sections of OBF Form</b>		
- <b>Administrative Section</b>		
- Accurate LSR Request Type		
- Conversion As Specified VS. New Installation	15 Min's	3.75
- Conversion As Is VS. Conversion As Specified	15 Min's	3.75
- <b>End User Location</b>		
- Street Address (RSAG Valid Address)	15 Min's	3.75
- Location Data i.e. Apt #, Lot #, Suite #	10 Min's	2.5
- Local Contact Name and Telephone Number	10 Min's	2.5
- Interfering Station (LSR not specified as ADL)	20 Min's	5
- <b>Service Details</b>		
- Valid USOC's	10 Min's	2.5
- Valid Features Available Per Central Office	10 Min's	2.5
- Valid Feature Details (Floated Data i.e. /RCU TWC)	10 Min's	2.5
- Conflicting USOC's / Features (EX: ESC and /RCU TWC)	10 Min's	2.5
- Accurate Application of PIC's, LPIC's and Local Calling Plans	10 Min's	2.5
- <b>Directory Listings</b>		
- Listings Formatted Per BAPCO Guidelines (Includes Main, Additional and Foreign Listings)	10 Min's	2.5
<b>NUMBER OF DAYS IN CLARIFICATION:</b>		
- 3rd DAY	10 Min's	2.5
- 7th DAY	10 Min's	2.5
- 10th DAY	10 Min's	2.5
- CANCELLATION (LSR Including Pending Service Order)	12 Min's	3

## Pricing Worksheet

(Post-Launch Support)

Pay Grade:		Professional Services:		BellSouth's Hourly Rate for Professional Services are Effective Through 1999
		Cost	Hourly Rate	
Clerical - 10		\$32	\$100	
Service Rep - 23		\$38	\$120	
PG 56		\$63	\$157	
PG 57		\$63	\$157	
PG 58		\$69	\$173	
PG 59		\$75	\$188	
Contractor		\$59	\$147	
<i>Note: Total cost of airfare and other related travel expenses is in addition to cost of hourly rate for BellSouth employees traveling to CLEC's premise.</i>				
Training Course:	Location:	# of Days:	Cost Per Student:	
CLEC Basic	Atlanta	5	\$995*	
LENS	Birmingham	2	\$498**	
TAFI	Birmingham	2	\$498**	
EDI	Birmingham	1	\$249**	
Unbundled Network Elements	Atlanta	2	\$600	
Basic Residential/Business Voice Services	Atlanta	2	\$600	
Complex Business Voice Services	Atlanta	2	\$600	
Data Communications I	Atlanta	3	\$900	
Data Communications II	Atlanta	3	\$900	
ISDN	Atlanta	4	\$1,200	
BellSouth MultiServ Service Implementation	Atlanta	4	\$1,200	
Product and Services Overview	Atlanta	2	\$600	
<b>Note1:</b> * Each CLEC receives "1" free seat in the CLEC Basic training class.				
<b>Note2:</b> ** Each CLEC receives "1" free seat <i>per year</i> in the LENS, TAFI and EDI classes.				
<b>Note3:</b> All other requests for training will be <i>negotiated</i> on an individual case basis.				

***(Customer Performance Based Support)***

**bgw 3/24/98**

## *Performance Analysis Worksheet - Resale*

**\*\*\* REPORT \*\*\***

<b>LSR Quality Manual - Process</b>	<b>3 Mo Target</b>	<b>Actual %</b>	<b>6 Mo Target</b>	<b>Actual %</b>		<b>LSR Quality Electronic Interface</b>	<b>3 Mo Target</b>	<b>Actual %</b>	<b>6 Mo Target</b>	<b>Actual %</b>
New Connection	85%		90%			New Connection	85%		90%	
Conversion As Specified	85%		90%			Conversion As Specified	90%		94%	
Conversion As Is	90%		94%			Conversion As Is	94%		96%	
Change Request	85%		90%			Change Request	85%		90%	
Move to New Address	85%		90%			Move to New Address	85%		90%	
Directory Listings	85%		90%			Directory Listings	85%		90%	
Suspend Service (Vacation Rate)	90%		94%			Suspend Service (Vacation Rate)	94%		96%	
Denials	90%		94%			Denials	94%		96%	
Restores	90%		94%			Restores	94%		96%	
Disconnects	90%		94%			Disconnects	94%		96%	

## ***Performance Analysis Worksheet - Facility Based***

### **\*\*\* REPORT \*\*\***

<b>LSR and ASR Quality Manual / Mechanized Process</b>	<b>Goal In "3" Months</b>	<b>CLEC Actual %</b>	<b>Goal In "6" Months</b>	<b>CLEC Actual %</b>
New Billing Account Number & First Request for Trunks and / or Facility	85%		90%	
E911 Trunks	85%		90%	
Augment Trunks	90%		94%	
Remove Trunks	94%		96%	
Add Translations	85%		90%	
Delete Translations	94%		98%	
Directory Listings for Number Portability	90%		96%	
New Service - Number Portability	94%		98%	
Change Service - Number Portability	94%		98%	
Disc. Service - Number Portability	94%		98%	
Add / Delete Unbundled Loop (Designed)	85%		95%	
Add / Delete Unbundled Loop (Non-Designed)	85%		95%	
Add / Delete Unbundled Port	85%		95%	

**Measurement Tools:**

LON Database

EXACT

**Customer Performance Based Support**

NOTE: After 3 Mo's, CLECs performance should = MM (Meets Most) or 85% in all categories.

bgw 3/31/98

## ***Performance Analysis Worksheet - Facility Based***

<b>LSR and ASR Quality Manual / Mechanized Process</b>	<b>3 Months</b>	<b>6 Months</b>	<b>9 Months</b>	<b>12 Months</b>
<b>New Billing Account Number &amp; First Request for Trunks and / or Facility</b>	85%	90%	95%	100%
<b>E911 Trunks</b>	85%	90%	95%	100%
<b>Augment Trunks</b>	90%	94%	96%	100%
<b>Remove Trunks</b>	94%	96%	98%	100%
<b>Add Translations</b>	85%	90%	95%	100%
<b>Delete Translations</b>	94%	96%	98%	100%
<b>Directory Listings for Number Portability</b>	90%	94%	96%	100%
<b>New Service - Number Portability</b>	94%	96%	98%	100%
<b>Change Service - Number Portability</b>	94%	96%	98%	100%
<b>Disc. Service - Number Portability</b>	94%	96%	98%	100%
<b>Add / Delete Unbundled Loop (Designed)</b>	85%	90%	95%	100%
<b>Add / Delete Unbundled Loop (Non-Designed)</b>	85%	90%	95%	100%
<b>Add / Delete Unbundled Port</b>	85%	90%	95%	100%

### **Measurement Tools:**

**LON Database**

**Customer Performance Based Support**

**EXACT**

**NOTE: After 3 Months, CLECs are required to meet the following targets:**

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**Helping CLECs Succeed...**

BellSouth Interconnection Services has created this manual to provide potential or new Competitive Local Exchange Carriers (CLECs) a comprehensive tour of the requirements involved for activation with BellSouth as a CLEC. We have detailed each phase and included examples of the necessary forms. Most of this information is available on the web, so, wherever possible, there are references to the BellSouth Interconnection Services web site—

<http://www.bellsouth.com/interconnection>

The next few pages contain an outline of what is found in this manual. Note that the last section, "Resources/Contact Information," contains a friendly user's guide to our home page and contact information.



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**CLEC ACCOUNT ESTABLISHMENT**

This section contains necessary information and references to the forms necessary to qualify as a CLEC.

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**DOING BUSINESS AS A CLEC**

Things to do and references to forms the CLEC needs to complete before ordering services from BellSouth for its end users. Also included are requirements for end user support and suggestions from BellSouth.

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**BILLING FORMAT OPTIONS**

There are several methods of billing available— they are described here, so that the CLEC can work with the Presale Quality Team to determine the necessary billing method.

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**TRAINING**

BellSouth Interconnection Services offers training classes to help CLECs learn more about products, services, and ordering procedures.

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**OPERATIONAL INTERFACES**

The ways and means of communicating transactions utilizing the Local Exchange Navigation System (LENS), the Electronic Data Interchange (EDI), and the Trouble Administration and Facilitation Interface (TAFI) services.

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**LOCAL INTERCONNECTION SERVICES**

Information is included here on trunking and interconnection facilities and services available from BellSouth.